

T J Atkin Ltd Communication Policy



1. Introduction

This policy sets out guidelines to ensure effective, clear, and safe communication throughout T J Atkin Ltd. It aims to support efficient information sharing, promote a safe working environment, prevent misunderstandings, and facilitate project delivery. All employees, contractors, subcontractors, and visitors must adhere to this policy to promote excellent internal and external communication.

2. Scope

This policy applies to all personnel on site, including employees, contractors, subcontractors, suppliers, and visitors, regardless of their role or seniority. It includes communication protocols for safety information, project updates, conflict resolution, and emergency situations.

3. Objectives

- Ensure we provide stakeholders with timely information.
- Engage our employees and subcontractors on a regular basis to provide them with information and to receive their feedback.
- Enhance the commitment of all employees and subcontractors to the Company's performance.
- Promote and enhance the reputation of the Company.
- To provide clear protocols for reporting, emergency response, and project updates.
- To minimise risks of misunderstandings and incidents arising from poor communication.

4. Communication Standards

- **Internal Communication**

The purpose of our internal communication policy is to maximise the potential of our employees and subcontractors by ensuring we have a system in place to increase their understanding of T J Atkin Ltd and our Company objectives. We will ensure all employees and subcontractors are kept aware of the policies and procedures relevant to their roles and that robust systems of communication are in place.

T J Atkin Ltd is committed to providing timely and appropriate information to its employees, subcontractors and associates to ensure their awareness of the Company's: -

1. Vision and values
2. Objectives
3. Structure
4. Policies and procedures
5. Significant important alerts, risks or changes

T J Atkin Ltd will maintain and monitor formalised methods of communication such as: -

1. Daily Briefings
2. Training and inductions
3. One to one interviews and meetings
4. Employee performance reviews
5. Site Notices & Boards

- **External Communication**

The purpose of our external communication policy is to ensure we are developing effective two-way communication channels between T J Atkin Ltd, our clients, consultants and subcontractors.

For each project, T J Atkin Ltd will follow the formal communication procedure required by Construction Design and Management Regulations 2015 (CDM 2015).

This includes but is not limited to the following:

1. Pre-start meeting
2. Construction Health & Safety Plan
3. Project Programme
4. F10 Notification of Construction Project
5. Regular Progress, Contract and Client meetings for which minutes will be documented and distributed.
6. Construction Health & Safety File
7. Operating & Maintenance Manuals
8. Commissioning Certificates
9. Handover Schedule
10. Management Review
11. End of Contract report

The specific communication system and communication methods to be deployed for each project will be detailed within the project specific Health & Safety Plan. These will include but will not be limited to verbal, email, hardcopies and electronic.

- **Confidentiality and Disclosure of Information**

Company policy and codes of conduct govern the sharing and disclosing of any information. Refer to our Code of Conduct Policy and Client Confidentiality Policy for detailed information on these matters. Information concerning clients, employees, subcontractors, associates or aspects of Company business should be treated as confidential. Any communication involving such information should reflect its confidential nature. If in doubt, then our employees and subcontractors are advised to seek advice from management in the first instance.

5. Responsibilities

- **Management:** Oversee communication processes, conduct briefings, and ensure all personnel adhere to this policy.
- **Health and Safety Officers:** Ensure that safety-related information is communicated effectively and that toolbox talks are conducted regularly.
- **Site Operatives:** Attend daily briefings, follow communication protocols, and report any issues or concerns direct to supervisors immediately.

6. Reporting and Escalation

- **Incident Reporting**

Any site incidents, near-misses, or hazards must be reported immediately to a supervisor and documented according to company safety procedures.

- **Conflict Resolution**

Any communication or interpersonal issues affecting work should be reported to the Site Manager. Escalation to the project manager is encouraged if issues remain unresolved.

- **Escalation Process**

Issues impacting project timelines, safety, or site security must be escalated to the Site Manager, who will report to the relevant senior management for immediate action.

7. Policy Compliance

Non-compliance with this policy may result in disciplinary action, up to and including termination of employment or contract.

Compliance audits will be conducted periodically to ensure adherence to communication protocols and to identify areas for improvement.

8. Review and Updates

This policy will be reviewed annually or as required based on changes in regulations, project needs, or internal assessments. Any updates will be communicated to all personnel, and training will be provided if necessary.

9. Compliance and Enforcement

Failure to comply to this policy may result in disciplinary action, contract termination, or legal consequences. T J Atkin Ltd reserves the right to audit compliance at any time.

10. Contact Information

For any questions or concerns regarding this policy, please contact Tim Atkin (Phone: 01904 929507 or email team@tjatkin.co.uk).